TELEMARKETING

Duration

3 days

Course Overview

Telemarketing skills are crucial for any organization that works with customers or clients, at The Learning Edge we train our entrants using day to day call models to analyze most frequent call patterns and then we show you useful contemporary methods for dealing with the various steps of each pattern.

During this training you will learn:

Verbal communication skills in relating with customers and prospects
Exactly how to Increase call-sale conversion rate.
Appointment fixing and lead generation.
How you can think and respond as a business consultant
7 ways to correct a service mistake.
In what way you can sensationalize the phone call experience
How to gain customer loyalty
How to deal with FAQ's

Course Outline:

Selling goods via telephone
Selling services via telephone
Seeking customer complaints with enthusiasm
Specifying incentives
Customer interactions vs. Performance objectives

Setting performance standards

**Who can attend**

Sales Executives
Front Desk Officers
Personal Assistants
Lead Strategists
Customer Service Representatives
Business Owners
Team Managers
Call Center Operators
and anyone involved in business to business interactions......